



Bartholomew County Electronic Communications Retention Policy

The purpose of this policy is to establish an electronic communications policy for all county offices that create, use, and manage electronic communications as part of the transaction of county business.

I. Intent

To establish guidelines that will promote the effective capture, management, and retention of emails and electronic communications.

II. Scope

This policy applies to all county-provided electronic communications equipment for county business use.

III. Definitions

- A. Email** messages are similar to other forms of communicated messages such as correspondence, memoranda, and letters. These include non-record (transitory) emails and public-record emails.
- B. Non-record or Transitory Electronic Communications** are considered to have no administrative, legal, fiscal, or archival requirements for their retention. Examples of such non-record electronic communications include the following:
 - 1. personal correspondence not relating to conducting county business such as lunch invitations, unsolicited advertisements, and spam;
 - 2. routine requests for information or publications which require no administrative action, policy decision, or special compilation or research, and copies of replies;
 - 3. originating office copies of letters of transmittal that do not add any information to that contained in the transmitted material;
 - 4. quasi-official notices including memoranda and other records that do not serve as the basis of official actions (i.e., holiday notices, meeting confirmations, etc.).
 - 5. non-email electronic communications including, but not limited to, instant messaging, texting, paging, voice recording, and other electronic communication technologies other than email.
- C. Public-record Emails** include any writing containing information relating to the conduct of the public's business prepared, owned, used, or retained by the County.

Examples of emails that may constitute a public record include the following: policies and directives, correspondence or memoranda relating to official business (excluding duplicates), agendas and minutes of meetings, any document that initiates, authorizes, or completes a business transaction, and final reports or recommendations.

IV. Responsibility for Retention

The sender of the email is responsible for ensuring proper retention of emails sent within the County. All other copies of internal email are duplicates and may be deleted. However, if a

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record email was sent by an outside agency, a member of the public, or anyone outside the County, the recipient is responsible for retention. **Warning** – Email will not be the repository of electronic public records retention. Each department is responsible for complying with its retention schedule for its public records and for complying with that retention schedule.

V. Method of Retention

Email records that have not met their retention should be saved by one of the following methods:

1. Print the email and store the hard copy in the appropriate file.
2. Move the email out of the email system and store it on a shared network drive.

Each department shall select the method of retention for that department.

VI. Mail Attachments

Attachments should be retained or disposed of according to the content of the attachment itself based on its appropriate retention, not the email which transmits the attachment.

VII. Responsibility for Email Management

A. Information Technology (IT) Department Email Management

1. Maximum Mailbox Size

- a. Ensures that email account or mailbox will be limited to a maximum size of 100,000KB of data. This includes all folders and subfolders and containers that reside within a user's email account or mailbox. Examples include the inbox, sent items, deleted items, drafts, contacts, and calendar items.
- b. If a mailbox exceeds the 100,000KB of data size limit, the mailbox will not function to send or receive email until space is cleared.
- c. Users will be notified when their mailbox reaches 90% of capacity.

2. Automatic Deletion of Emails

Emails in the Deleted Items container will be purged daily and not backed up. This is the default email system setting and may not be configured differently.

3. Archived Emails

Data that remains within the mailbox (including the inbox, sent items, drafts, contacts, and calendar items) will be archived for a period of three years. Mailboxes items will be archived every sixty days. After three years, these emails will be purged. Contacts and Calendar items will not be purged as part of this process; it will be up to user to determine if those items need to be purged for space requirements.

B. User Email Management

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1. Maximum Mailbox Size

- a. Staying below the maximum mailbox size of 100,000KB (equivalent to 3,000 average text documents) is the responsibility of the mailbox user.
- b. County business related attachments should either be printed or moved off of the email system to a shared network drive.

2. Automatic Deletion of Emails

The default setting of the user email system is to delete all items within the Deleted Items container which is purged daily. Altering this setting is in violation of this policy.

3. Archived Emails

To prevent the loss of email after the three year archival period, the user may:

- a. Print the email and store the hard copy in the appropriate file.
- b. Move the email out of the email system and store it on a shared network drive.

4. Personal Storage Table (.pst) files

The use or creation of .pst files is strictly prohibited and may not be configured on County equipment.

VII. Litigation Proceedings

Regardless of retention requirements, email and all other electronic correspondence pertaining to threatened or actual legal proceedings must be retained until the litigation is finally concluded. It is the responsibility of the department involved to notify the IT department in writing, of the need for the hold on the destruction of electronic communications.

VIII. Responding to Public Records Request

It is the responsibility of the department involved to immediately notify the IT department, in writing, of a public records request if the IT department's assistance is required to provide the public records.

IX. Email Accounts When Employee Leaves Employment

When an employee is no longer employed with a county department, it is the responsibility of that department to immediately notify the IT department. That user's mailbox will be maintained for sixty calendar days. Individual user mailboxes will be purged after sixty calendar days unless that former employee's department head requests an extension, in writing or the IT department is notified items in the email must be retained for a longer period of time based on retention schedules.

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X. Amendments

Bartholomew County reserves the right to amend or revise the contents of this policy as deemed suitable. Each employee will be provided with a notice of all amendments and revisions to this policy.

Approved on this _____ day of _____, 2009 by the Bartholomew County Public Records Commission.

Stephen R. Heimann, Chairperson

Tami M. Hines, Secretary

Passed and Adopted this ____ Day of _____, 2009

Bartholomew County Board of Commissioners

Acknowledged:

Dated: _____

Department Head / Supervisor

I have read and understand the above Bartholomew County Electronic Communications Retention Policy and any departmental amendments. I understand violation of the Bartholomew County Electronic Communications Retention Policy will result in disciplinary action. I am aware that I will be made notified of any amendments and revisions to this Bartholomew County Acceptable Use Policy.

Dated: _____

Employee Signature